



metroplan orlando
A REGIONAL TRANSPORTATION PARTNERSHIP

TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD AGENDA

February 15, 2018 @ 10:00 a.m.



**ORANGE/ OSCEOLA/ SEMINOLE COUNTIES JOINT TRANSPORTATION
DISADVANTAGED LOCAL COORDINATING BOARD**

DATE: Thursday, February 15, 2018
TIME: 10:00 a.m.
LOCATION: David L. Grovdahl Board Room
250 S. Orange Avenue, Suite 200
Orlando, Florida 32801



Wireless access available
Network = metroplan
Password = metroaccess

Commissioner Lee Constantine, Presiding

AGENDA

- I. CALL TO ORDER** – Commissioner Lee Constantine
- II. PLEDGE OF ALLEGIANCE**
- III. INTRODUCTIONS**
- IV. CONFIRMATION OF QUORUM** – Ms. Lisa Smith
- V. AGENDA REVIEW & ANNOUNCEMENTS**– Ms. Virginia Whittington
- VI. PUBLIC COMMENTS ON ACTION ITEMS**

Comments from the public will be heard pertaining to Action Items on the agenda for this meeting. People wishing to speak must complete a “Speakers Introduction Card” at the reception desk. Each speaker is limited to two minutes.

VII. Quality Assurance Task Force (QATF) Report

Ms. Marilyn Baldwin, Chair of the QATF, will provide a brief report from the January 23, 2018 meeting.

VIII. CONSENT AGENDA

A. Approval of minutes of previous meeting

TAB 1

The minutes of the November 9, 2017 Transportation Disadvantaged Local Coordinating Board meeting are included at Tab 1 for approval.

B. Acknowledgement of public meeting comments

TAB 2

Staff requests acknowledgement of a summary of the public meeting comments received during the annual public meeting November 7, 2017. The summary is attached at Tab 2.

IX. ACTION ITEMS

A. Election of TDLCB Vice Chair

Pursuant to the TDLCB Bylaws, the TDLCB shall hold an annual organizational meeting for the purpose of electing a Vice-Chairperson (41-2.012(2) FAC). The Vice Chairperson shall be elected by a majority vote of a quorum of the members of the TDLCB. The Vice Chairperson shall serve a term of one year starting with the first meeting after the election. For a multi-county board, an elected official, not serving as the Chairperson, shall serve as Vice Chairperson. In the event of the Chairperson's absence, the Vice Chairperson shall assume the duties of the Chairperson and conduct the meeting. The Vice Chairperson may serve more than one term.

B. Approval of 2018 TDLCB Bylaws

TAB 3

Pursuant to the CTD operating guidelines, the TDLCB is required to review their bylaws annually and recommend any proposed changes to the TDLCB for approval. The bylaws were reviewed by the QATF at their January 23, 2018 meeting with no changes being recommended.

C. Approval of 2018 Grievance Procedures

TAB 4

Pursuant to the CTD operating guidelines, annually, the TDLCB must review and update its grievance procedures if necessary. The grievance procedures were reviewed by the QATF at their January 23, 2018 meeting. No changes were recommended.

D. Appointment of 2018 Grievance Committee

Pursuant to the TDLCB Grievance Procedure, a Grievance Committee shall be appointed by the Transportation Disadvantaged Local Coordinating Board Chair and shall consist of at least five (5) voting members of the TDLCB. Three of the previous five members: Ms. Crystal Ford, Ms. Marilyn Baldwin, and Mr. Bob Melia have indicated their willingness to continue in this role. Two additional volunteers are needed to fill two vacancies. Only in the event a grievance is filed will the Grievance Committee be convened.

E. Approval of TDLCB Membership Certification

TAB 5

Pursuant to Rule 41-2.012(3), FAC, the MetroPlan Orlando Board will be asked to certify the membership of the Local Coordinating Board at its March 14, 2018 meeting. Action is requested to recommend approval of the TDLCB membership, which verifies compliance with the Commission for the Transportation Disadvantaged Local Coordinating Board and Planning Agency guidelines.

X. PRESENTATIONS & STATUS REPORTS

A. LYNX/Community Transportation Coordinator (CTC) Update

TAB 6

Bill Hearndon, ACCESS LYNX, will report on current and ongoing operations, including an update on the issue of uncollected fares.

B. Overview of ACCESS LYNX Eligibility Process

David Franqui, Safety and Training Coordinator, ACCESS LYNX, will provide an overview of the eligibility process and respond to questions that arose at the January 23rd QATF meeting.

XI. GENERAL INFORMATION

TAB 7

A. Planning Grant Update Report

Quarterly progress reports of transportation disadvantaged planning accomplishments and planning contract deliverables as outlined in the planning grant agreement.

B. Report of Operator Payments

The Operators Payments Report is a requirement of the Local Coordinating Board and Planning Agency Operating Guidelines to ensure that operator payments are addressed as a standard agenda item. A copy of the report will be provided at the meeting.

C. 2017 Attendance Records

A spreadsheet showing the attendance records for the TDLCB meetings during 2017 is enclosed for information purposes.

XII. UPCOMING MEETINGS AND EVENTS OF INTEREST

A. MetroPlan Orlando Board meeting – March 14, 2017 at 9:00 a.m.

B. Quality Assurance Task Force – April 24, 2018 at 10:00 a.m. (if needed)

C. TDLCB Meeting Dates for 2018:

- 1. May 10, 2018*
- 2. August 9, 2018*
- 3. November 15, 2018 (Annual Public Meeting followed by the regular quarterly meeting)*

XIII. MEMBER COMMENTS

XIV. PUBLIC COMMENTS (GENERAL)

XV. ADJOURNMENT – Next meeting: May 10, 2018

If any person with a disability as defined by the Americans with Disabilities Act (ADA) needs special accommodations to participate in this proceeding, he or she should contact Ms. Lisa Smith at MetroPlan Orlando, 250 S. Orange Avenue, Suite 200, Orlando, FL, (407) 481-5672, ext. 308, not later than two (2) business days prior to the proceeding.

TAB 1



ORANGE/ OSCEOLA/ SEMINOLE COUNTIES JOINT TRANSPORTATION
DISADVANTAGED LOCAL COORDINATING BOARD

DATE: Thursday, November 9, 2017

TIME: 11:25 a.m.

LOCATION: MetroPlan Orlando Board Room
250 S. Orange Avenue, Suite 200
Orlando, Florida 32801

Commissioner Lee Constantine, Presiding

Members in attendance were:

Commissioner Pete Clarke, Orange County, **Chairman**
Commissioner Lee Constantine, Seminole County, **Vice-Chairman**
Dr. Linda Levine-Silverman, Elderly
Ms. Milagros Chervoni, AHCA/Medicaid
Ms. Marilyn Baldwin, Disabled
Mr. Robert Melia, Citizen Advocate, System User
Mr. Adam Zubritsky, Public Education
Ms. Alnita Whitt for Master Sargent Jose Pizarro, Veterans
Mr. Wilfredo Raices, State Coordinating Council of Early Childhood
Mr. Chris York, For-Profit Operator
Mr. Wayne Olson, Dept. of Education & Vocational Rehabilitation
Ms. Crystal Ford for Mr. Tom Daniels, Orange County EMS (*non-voting*)
Mr. Bill Hearndon, Deputy Director of Mobility Services, LYNX (*non-voting*)

Members not in attendance were:

Commissioner Peggy Choudhry, Osceola County
Ms. Dianne Arnold, Economically Disadvantaged
Ms. Jo Santiago, FDOT
Ms. Sharon Jennings, Agency for Persons with Disabilities
Mr. Randall Hunt, Senior Resource Alliance

Others in attendance were:

Ms. Virginia Whittington, MetroPlan Orlando

Ms. Mary Ann Horne, MetroPlan Orlando

Ms. Cynthia Lambert, MetroPlan Orlando

Ms. Mary Ann Horne, MetroPlan Orlando

Ms. Lisa Smith, MetroPlan Orlando

Ms. Cathy Goldfarb, MetroPlan Orlando

Mr. Edward Johnson, CEO, LYNX

Mr. Benjamin Gonzalez, LYNX (Alternate for Bill Hearndon, non-voting member)

A complete list of other attendees may be obtained upon request.

I. CALL TO ORDER

Chairman Commissioner Clarke called the meeting to order at 11:25 a.m.

II. CONFIRMATION OF QUORUM

Ms. Lisa Smith confirmed that a quorum was present.

III. AGENDA REVIEW AND ANNOUNCEMENTS

Ms. Whittington announced that there are no changes to the agenda.

IV. CHAIRMAN'S ANNOUNCEMENTS/COMMITTEE REPORTS

A. Special Needs Registry

Ms. Carmen Weatherford, Program Manager, EMS Office of the Medical Director, gave a brief presentation on the State of Florida Special Needs Registry. She explained that the special needs registry is to allow counties to identify persons in need of assistance and plan for resources to meet those needs with regard to special needs shelters, medical equipment, and personnel. Registration can be done on-line at www.snr.floridadisaster.org. She explained that residents will need to create an account, provide personal information and information regarding your health and medical conditions, transportation needs and emergency contact information. Ms. Weatherford also provided the contact information for the Registry for both Osceola and Seminole counties and other helpful websites.

B. QATF Report

Ms. Marilyn Baldwin, Chair of the QATF, reported on the October 24, 2017 meeting. She said that the QATF approved their 2018 meeting calendar. The members of the QATF reviewed applications that were submitted to fill vacancies on the TDLCB. Task Force members recommended two TDLCB members in addition to an alternate for Ms. Baldwin. The members of the QATF had an opportunity to preview the CTC Memorandum of Agreement and the Annual Expenditure Reports, she noted that both are action items on today's TDLCB agenda. She added that Mr. Doug Jamison, LYNX, gave a presentation on the newly released LYNX Bus Tracker application and other applications they are

introducing. Mr. Bill Hearndon, ACCESS LYNX, updated the QATF on progress that has been made concerning the uncollected fares issue. The next meeting QATF meeting is scheduled for January 23, 2018.

V. PUBLIC COMMENTS ON ACTION ITEMS

There were no public comments.

VI. CONSENT AGENDA

A. Approval of minutes of previous meeting

Approval was requested for the minutes of the August 10, 2017 and September 7, 2017 Transportation Disadvantaged Local Coordinating Board meetings.

MOTION: Ms. Baldwin moved to approve the August 10 and September 7, 2017 meeting minutes. Dr. Levine-Silverman seconded the motion, which passed unanimously.

B. Proposed 2018 TDLCB Meeting Schedule

Approval is requested of the 2018 MetroPlan Orlando Board/Committees meeting schedule.

MOTION: Mr. Olson moved to approve the 2018 TDLCB Meeting Schedule. Ms. Chervoni seconded the motion, which passed unanimously.

VII. ACTION ITEMS

A. Acknowledgement of the Annual Operating Report (AOR)

Staff requested acknowledgement of ACCESS LYNX's Annual Operating Report, which includes the financial information for paratransit operations for Fiscal Year 2017. The AOR is normally due to the CTD by September 15th, however, due to Hurricane Irma extensions were granted by the CTD.

MOTION: Ms. Baldwin moved to acknowledge the FY 2017 Annual Operating Report (AOR). Dr. Levine-Silverman seconded the motion, which passed unanimously.

B. Acknowledgement of the Annual Expenditure Report (AER)

Staff requested acknowledgement of the Annual Expenditure Report (AER) for FY 2017. The AER is normally due to the CTD by September 15th, however due to Hurricane Irma, an extension was granted by the CTD. The AER was submitted October 10, 2017.

MOTION: Mr. Melia moved to acknowledge the FY 2017 Annual Expenditure Report (AER). Mr. Olson seconded the motion, which passed unanimously.

C. Review of CTC Memorandum of Agreement (MOA)

Staff requested that the TDLCB review and acknowledge the CTC Memorandum of Agreement (MOA) which is required prior to the designation of the CTC every five years. The LYNX Board, by letter dated July 27, 2017, has expressed their desire to continue as the CTC. The MetroPlan Orlando Board will receive staff's recommendation for LYNX to continue as the designated CTC December 13, 2017.

MOTION: Ms. Baldwin moved to acknowledge the review of the CTC Memorandum of Agreement (MOA). Mr. Olson seconded the motion, which passed unanimously.

D. Approval of TDLCB Members and Alternate Appointments

The terms for two TDLCB members and Mr. Chris York will expire December 31, 2017. In accordance with changes resulting from implementation of the MetroPlan Orlando Strategic Business Plan, both seats were advertised through October 13, 2017. The QATF met October 24, 2017 and makes the following recommendations for appointments:

Ms. Jane Tkach	Citizen Advocate	3 years
Mr. Chris York	For Profit Operator	3 years

The QATF also recommended approval of Ms. Sheila Young as alternate to Ms. Marilyn Baldwin. Ms. Evelyn Diaz has been assigned to replace Ms. Millie Carrion who recently resigned from her position with the Central Florida Kidney Center. Staff seeks approval of these LCB membership changes.

MOTION: Ms. Baldwin moved to approve the recommended TDLCB appointments. Dr. Levine-Silverman seconded the motion, which passed unanimously.

VIII. PRESENTATIONS & STATUS REPORTS

A. LYNX/Community Transportation Coordinator (CTC) Update

Mr. Bill Hearndon, LYNX, reported on current and ongoing operations. Mr. Hearndon notified the LCB members that LYNX is in the process of the final execution of the agreement with MV Transportation. He noted that the new contract merges the contracts for the NeighborLink and ACCESS LYNX services. Mr. Hearndon stated that a letter was sent out to customers notifying them of the October 1, 2017, effective date for uncollected fares. He stated that since July 2017 there has been a steady decrease in uncollected fares going from 5% down to 1% as of October 2017. He provided an overview of the new mobility managements that are being introduced in an effort to provide better services to their customers. He explained that this includes merging the call centers for fixed routes and paratransit services; adding Lyft, Uber and taxis to their existing transportation services; analyzing trip origins and destinations to determine the most efficient mode of

travel; providing reduced fare ID cards to ACCESS LYNX customers that use fixed route and NeighborLink services; providing travel training for ACCESS LYNX customers that use other modes of transportation; rolling out the ACCESS LYNX pre-payment app anticipated to be released in early 2018; borrowing 14 vans from the van pool in an effort to increase on-time performance; and ordering 50 new vehicles with wheelchair accessibility for ACCESS LYNX.

IX. GENERAL INFORMATION

A. Planning Grant Update Report

Progress reports of transportation disadvantaged planning accomplishments and planning contract deliverables as outlined in the planning grant agreement are transmitted to the Commission for Transportation Disadvantaged (CTD) quarterly. A copy of the first quarter FY 2018 report was provided for information purposes.

B. Report of Operator Payments

The Operator Payments Report is a requirement of the Local Coordinating Board and Planning Agency Operating Guidelines to ensure that operator payments are addressed as a standard agenda item. A copy of the report was provided.

X. UPCOMING MEETINGS AND EVENTS OF INTEREST

- A.** MetroPlan Orlando Board Meeting – December 13, 2017 at 9:00 a.m.
- B.** MetroPlan Orlando Annual Holiday Reception – December 14, 2017 from 2:00 p.m. – 4:00 p.m.
- C.** Annual Transportation Disadvantaged Legislative Awareness Day – Thursday, February 1, 2018 (9:30 AM – 2:30 PM) in Tallahassee (Note: Since the time of this meeting, the date has been changed to February 14th which conflicts with the MetroPlan Board meeting and the next TDLCB Meeting.)

XI. MEMBER COMMENTS

None.

XII. PUBLIC COMMENTS (GENERAL)

None.

XII. Next meeting: February 15, 2018 at 10:00 a.m.

XIII. ADJOURNMENT

MOTION: Ms. Chervroni moved to adjourn the TDLCB Meeting. Mr. Olson seconded the motion, which passed unanimously.

There being no further business the meeting adjourned at 11:45 a.m.

Respectfully transcribed and submitted by Ms. Lisa Smith.

Approved this 15th day of February 2018.

Commissioner Lee Constantine
Chairperson

Lisa Smith
Board Services Coordinator

As required by Section 286.0105, Florida Statutes, MetroPlan Orlando hereby notifies all interested parties that if a person decides to appeal any decision made by MetroPlan Orlando with respect to any matter considered at such meeting or hearing, he or she may need to ensure that a verbatim record is made to include the testimony and evidence upon which the appeal is to be based.

TAB 2



**ORANGE/ OSCEOLA/ SEMINOLE COUNTIES JOINT TRANSPORTATION
DISADVANTAGED LOCAL COORDINATING BOARD PUBLIC MEETING
SUMMARY OF COMMENTS**

DATE: November 9, 2017

LOCATION: Marks Street Senior Recreation Complex
99 E. Marks St.
Orlando, FL 32803

TIME: 10:00 a.m.

Those in attendance were:

Commissioner Lee Constantine, Seminole County
Commissioner Pete Clarke, Orange County
Ms. Virginia Whittington, MetroPlan Orlando
Ms. Cynthia Lambert, MetroPlan Orlando
Ms. Mary Ann Horne, MetroPlan Orlando
Ms. Cathy Goldfarb, MetroPlan Orlando
Ms. Lisa Smith, MetroPlan Orlando
Mr. Edward Johnson, Chief Executive Officer, LYNX
Mr. Bill Hearndon, LYNX
Mr. Chris York, MV Transportation
Mr. Benjamin Gonzalez, LYNX
Ms. Milagros Chervoni, ACHA
Ms. Crystal Ford, Orange County EMS
Dr. Linda Levine-Silverman, Elderly
Ms. Marilyn Baldwin, Disabled
Mr. Adam Zubritsky, OCPS
Mr. Wilfredo Raices, 4C
Mr. Bob Melia, Citizen Advocate
Ms. Alnita Whitt, Veterans
Ms. Carmen Weatherford, Orange County EMS
Mr. Doug Jamison, LYNX

Commissioner Pete Clarke called the public meeting to order at 10:00 a.m. He welcomed everyone and asked Ms. Chervoni to lead the Pledge of Allegiance. TDLCB members and staff were asked to introduce themselves. Ms. Virginia Whittington informed those in attendance of the purpose of the public meeting, and provided details on how the public meeting was noticed. Ms. Whittington thanked attendees for participating and providing their comments. She noted that additional comments had been received via mail, email, and phone and copies of those comments were provided to the members of the TDLCB in their supplemental folders.

Commissioner Clarke explained that today's meeting consisted of two parts: the public meeting and the regularly scheduled quarterly TDLCB meeting. He requested that public meeting participants fill out a speaker card if they wished to comment. Commissioner Clarke announced that each speaker would be allowed two minutes.

Mr. Doug Jamison, LYNX, gave a brief demonstration of the new LYNX bus tracker app which allows their customers to track the location of their buses using real time traffic information. He also shared information on other soon to be released apps (the Neighborlink Real Time tracking app, the See Something Say Something app, and the Mobile Fare app).

Public Comments:

Mr. James Wilder, St. Cloud, FL, feels that there needs to be better communication between ACCESS LYNX and Lynx customer service especially for scheduling and adding of trips. Mr. Wilder elaborated that because of the adding of pick-up and drop-offs on his already scheduled trips, has caused him to be late to his already scheduled appointments.

Ms. Yvonne Fuller, Orlando, FL, stated that she has experienced insensitive, disrespectful and rudeness from the dispatchers. She said that she has not experienced any issues with the drivers.

Dr. Bonnie Finfer, Maitland, FL, explained that she is an advocate for adults and children with special needs. She noted that her daughter is also a client of ACCESS LYNX. Dr. Finfer said that she feels that ACCESS LYNX service is substandard, that they do not adhere to pick-up times nor are there any consequences for missing pickup times, and that clients have been left onboard running buses. She commented that she feels that the dispatchers need more training and that disruptions to planned routing causes riders to be on the vehicle excessive amounts of time in addition to being a direct result of clients losing their jobs. Dr. Finfer offered the following suggestions in an effort to improve service: collect data for on-time pick-ups and drop-offs and immediately act where there are discrepancies and add real-time tracking for users of ACCESS LYNX. Commissioner Constantine requested that Dr. Finfer provide her information to staff.

Ms. Shonise Twitty, Orlando FL 32818, expressed concern with a fare waiver of \$116 that was granted and rescinded. She explained that she does not understand how the fare waiver process works.

Mr. Wayne West, Apopka, FL 32703, expressed concern with the difference in fares paid. He explained that he pays \$7 and his neighbor pays \$4. He feels that fares should be the same all across the Board.

Ms. Rosie Neblett-Arthur, Winter Park, FL 32792, stated that ACCESS LYNX has been a blessing to her since she was injured in 2013. She explained that as a result of her injury she can sometimes have 15 to 20 seizures a day. She said that in her time using the system, she has witnessed customers being rude to the drivers and all of them wanting to be dropped off at the same time. She said that she occasionally has to travel to New York and California for specialized medical appointments and wanted to know how to get access to the same type of services in those states. Ms. Whittington pointed out that staff from ACCESS LYNX is available at today's meeting to provide assistance.

Ms. Karolyn Campbell, Orlando FL 32825, said that she is thankful for the service that ACCESS LYNX provides and expressed gratitude for today's meeting. She agreed with the comments made by Dr. Finfer. She stated that she has experienced long hold times on the phone. She suggested that customers be given the option to hold their place in the queue and receive a callback. She said that she did not receive any notice during Hurricane Irma that trips were cancelled. She suggested that

there be a number to call so that clients will be able to hear the announcements because some clients are visually impaired and cannot read flyers.

Mr. Forest Weston, Sanford, FL 32771 stated that on February 24th, he scheduled a ride with ACCESS LYNX to pick him up from work and he was never picked-up. He said that to prevent further issues he has taken Uber to get back and forth. He wanted more information on the Mobile Fare and Real Time tracking app. He asked if it is compatible with the I-phone voice-over.

Mr. Rufus Gilmore, Apopka, FL 32703, explained that he uses ACCESS LYNX to get to and from his dialysis appointments. He has experienced late pickups for both going to his appointments and his return ride home. Mr. Gilmore expressed frustration that an ACCESS LYNX vehicle that he was riding on was involved in an accident on October 17th and he has not been able to get a copy of the accident report to take to his doctor.

Ms. Shelia Young, Orlando FL 32804 thanked ACCESS LYNX and Mr. Chris York, MV Transportation. She feels that communication between ACCESS LYNX and advocacy groups could be better. Ms. Young suggested that there be community service in place to assist seniors with vision impairment in completing their application. She requested more information on the mobile fare app.

Abigail Hucker, Orlando FL 32810, commented that she has experienced rude and unprofessional behavior from both dispatchers and drivers. She added that due to the scheduling of add-on rides and pickups. Ms. Hucker explained that this has caused her to be late for appointments and work.

Mr. Josh Snowden, Orlando FL 3282 was complimentary of both ACCESS LYNX and the new van pool. He expressed frustration with the length of time he has spent on a vehicle and scheduling. He suggested that ACCESS LYNX explore additional payment options and partnerships with stores where tickets can be purchased. He said that when tickets are ordered, it tends to take too long to get them in the mail.

Suzan Fisher, Ocoee, FL 34761, stated that she is a dialysis social worker and she raised concern with the new fare evasion policy. She said that she feels that it would have been better if ACCESS LYNX would have requested assistance in educating patients or request to meet and discuss ways to make the situation better. She expressed concern that many of the customers of ACCESS LYNX have limited resources. Ms. Fisher stated that she feels that there should be community resources available to assist in paying the past due fares. Ms. Fisher expressed that her patients cannot afford to lose access to their life sustaining dialysis.

Ms. Christine Hendy, Winter Park, FL 32792, commented that she is thankful for the service. She explained that she has experienced the effects of add-ons, and being on the van excessive amounts of time, as well as long phone hold times.

Ms. Cheryl Darcy, Winter Park FL 32792, requested that renewal applications be sent out earlier. She explained that when she received her renewal application and it was due back within a couple of days. She explained that she needs assistance in completing it.

Ms. Princess Riley, Orlando, FL 32818, stated that she is concerned with how information is processed when taken over the telephone. She explained that she had to temporarily relocate and that her temporary address was not added into the system. She said that the driver was sent to the wrong address making her 30 minutes late for her appointment.

Ms. Para Stevens, Orlando, FL 32807, explained that she feels that sensitivity training is needed for the dispatchers. She said that she too has experienced excessive phone hold times and that is difficult because she has a government issued prepaid phone. People with prepaid government service only get so many minutes per month

Ms. Joanne Counelis, Sanford, FL 32771, commented that she feels that there should be free 24-hour train and bus service. She added that she has had issues downloading the LYNX bus tracker app. Ms. Whittington pointed out LYNX staff in attendance who could provide her assistance with the app.

Ms. Sherri Brun, Orlando, FL 32812 said that she agrees with the comments made regarding scheduling issues and the need to establish a fare card system.

Mr. Michael Zdanowicz, Orlando, FL 32822 said that he has been a user of the system for six years. He feels that better communication is necessary and that he agrees with the statements and concerns discussed today.

Ms. Mary Wilson, Orlando, FL 32809, agrees with the previous comments spoke concerning service.

Ms. Carol McRoy, Oviedo, FL 32765, stated that she too has experienced the phone system malfunction and excessive call wait times. She described a scenario where she was never picked up by ACCESS LYNX for her scheduled appointment and she had to call and schedule a last minute trip with Uber. She was very frustrated that the Uber trip cost her \$50.

Ms. Lynn Fortune, Orlando, FL 32828, said that she is thankful for the service because it allows her to take her chair. She expressed that she has experienced late pickups.

Ms. Pauline Powell, Orlando, FL 32811 commented that she is grateful for the service and that she agrees with the previous comments regarding long wait times, and the phone system malfunction.

Ms. Rinel Bernier, Orlando, FL 32810, spoke via a translator. She expressed concern with late pickups, missed appointments, and negative driver attitudes.

Mr. Isaiah Turner, Sr., Orlando, FL 32837, stated that he received a waiver for the ride, and a week later received a letter in the mail of a balance he owes. He expressed frustration over the new uncollected fares policy.

Member Comments:

Chairman Clarke thanked those in attendance for coming to the public meeting.

The public meeting adjourned at 11:30 a.m.

TAB 3





THE JOINT ORANGE, OSCEOLA AND SEMINOLE COUNTIES TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD BYLAWS

ARTICLE I: Preamble

The following sets forth the bylaws which shall serve to guide the proper functioning of the coordination of transportation services provided to the transportation disadvantaged through the Transportation Disadvantaged Local Coordinating Board. The intent is to provide procedures and policies for fulfilling the requirements of Chapter 427, Florida Statutes and Rule 41-2, Florida Administrative Code, and subsequent laws setting forth requirements for the coordination of transportation services to the transportation disadvantaged.

ARTICLE II: Name and Purpose

Section 1: Name

The name of the Coordinating Board shall be the JOINT ORANGE, OSCEOLA, AND SEMINOLE COUNTIES TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD, hereinafter referred to as the TDLCB.

Section 2: Purpose

The purpose of each TDLCB is to develop local service needs and to provide information, advice and direction to the Community Transportation Coordinator (CTC) on the coordination of services to be provided to the transportation disadvantaged within their local service area. In general, the TDLCB is considered an advisory body. (Section 427.0157, Florida Statutes).

ARTICLE III: Local Coordinating Board Membership

Section 1: Voting Members

In accordance with Chapter 427.0111, Florida Statutes, all members of the TDLCB shall be appointed by the designated official planning agency which is the Orlando Urban Area Metropolitan Planning Organization (MPO) dba MetroPlan Orlando.

The following agencies or groups shall be represented on the TDLCB as voting members:

1. An elected official from each service area, appointed by the planning agency;
2. A local representative of the Florida Department of Transportation;
3. A local representative of the Florida Department Children and Family Services;
4. A representative of the Public Education Community which could include, but not be limited to, a representative of the District School Board, School Board Transportation Office, or Headstart Program in areas where the School District is responsible;
5. In areas where they exist, a local representative of the Florida Division of Vocational Rehabilitation or the Division of Blind Services, representing the Department of Education;

6. A person who is recognized by the Veterans Service Office representing the veterans in the county;
7. A person who is recognized by the Florida Association for Community Action (President) representing the economically disadvantaged in the service area;
8. A person over sixty representing the elderly in the service area;
9. A person with a disability representing the disabled in the service area;
10. Two citizen advocate representatives in the county; one who must be a person who uses the transportation service(s) as their primary means of transportation;
11. A local representative for children at risk;
12. A local representative of the Florida Department of Elder Affairs;
13. An experienced representative of the local private for profit transportation industry. In areas where such representative is not available, a local private non-profit representative will be appointed except where said representative is also the CTC. In cases where no private for-profit or private non-profit representatives are available in the service area, this position will not exist on the TDLCB;
14. A local representative of the Florida Agency for Health Care Administration;
15. A representative of the Regional Workforce Development Board established in Chapter 445, Florida Statutes; and
16. A representative of the local medical community, which may include, but not be limited to, kidney dialysis centers, long term care facilities, assisted living facilities, hospitals, local health department or other home and community based services, etc.

Section 2: Alternate Members

Agency alternates are to be appointed in writing to the Planning Agency by an agency representative. Non-agency alternates may be appointed by the Planning Agency.

1. Each alternate may vote only in the absence of that member on a one-vote-per-member basis.
2. Alternates for a TDLCB member who cannot attend a meeting must be a representative of the same interest as the primary member.

Section 3: Technical Advisors - Non-Voting Members

Upon a majority vote of a quorum of the TDLCB, technical advisors may be approved for the purpose of providing the TDLCB with technical advice as necessary.

The following agencies or individuals shall be represented on the TDLCB as non-voting members:

1. The chairperson or designee of the selected Community Transportation Coordinator (CTC);
2. The Chair or other elected designee from the LYNX Transit Advisory Committee; and
3. A representative from Orange County Emergency Medical Services

Section 4: Terms of Appointment

Except for the Chairperson and state agency representatives, the members of the TDLCB shall be appointed for three year staggered terms with initial memberships being appointed equally for one, two and three years to avoid a significant turnover during a particular period (41-2.012(4) FAC). The Chairperson shall serve until their elected term of office has expired or otherwise replaced by the Designated Official Planning Agency.

Section 5: Termination of Membership

Any member of the TDLCB may resign at any time, by notice in writing, to the Planning Agency. Unless otherwise specified in such notice, such resignation shall take effect upon receipt thereof by the Planning Agency.

Section 6: Removal from Office

1. Removal from Office

- a. Members serve in an advisory capacity, as volunteers, without compensation, and at the pleasure of the MetroPlan Orlando Board and the applicable appointing authority.
- b. Grounds for Removal
 - i. Removal for excessive absenteeism
 - a) Each member is expected to demonstrate interest in the committee's activities through the member's or a designated alternate's participation in the scheduled meetings.
 - b) If a member has three (3) consecutive absences from the meetings or has missed a majority of meetings during the year, the supporting MetroPlan Orlando staff person shall notify the appointing authority and said member in writing in an effort to ensure full participation in the committee.
 - c) Staff may recommend removal of members with excessive absences to the MetroPlan Orlando Board and appointing authority.
 - ii. Removal for cause:
 - a) A member may be removed for cause for:
 - i. Any conduct by a member, which in the opinion of MetroPlan Orlando, is inappropriate or unsuitable and which has a tendency to adversely affect, lower, or destroy the respect or confidence of MetroPlan Orlando in the ability of the member to perform his or her duties as a member of the committee, or conduct which brings disrepute or discredit to the committee or to MetroPlan Orlando;
 - ii. Violation of any provision of an applicable statute, county, or city code of ethics governing the conduct of officials;
 - iii. Malfeasance, misfeasance, neglect of duty, or inability to perform his or her official duties; or
 - iv. Conviction of a felony.
- c. Staff may recommend the removal of a member for cause to the MetroPlan Orlando Board and applicable appointing authority.

- d. Procedure for Removal. Removal of a member may be effected by majority vote of the MetroPlan Orlando Board.

Section 7: Attendance

The Planning Agency shall review, and consider rescinding, the appointment of any member of the TDLCB who fails to attend three consecutive meetings without representation. The TDLCB shall notify the TD Commission if any state agency voting member or their alternate fails to attend three consecutive meetings. The Planning Agency must complete attendance roster for each local coordinating board meeting.

TDLCB Members can participate (and vote) in meetings via conference call, however, a physical quorum must be present to vote on action items.

ARTICLE IV: Officers and Duties

Section 1: Appointments

The Planning Agency shall appoint an elected official to serve as the official Chairperson and Vice Chairperson for all TDLCB meetings.

Section 2: Chairperson

The Planning Agency shall appoint one of its members, who is an elected official, to serve as the official Chairperson to preside at all TDLCB meetings. The Chairperson shall be an elected official from one of the counties involved. The Chairperson shall preside at all meetings, and in the event of his/her absence; the Vice Chairperson shall assume the powers and duties of the Chairperson.

The Chairperson shall serve until their elected term of office has expired or otherwise replaced by the Designate Official Planning Agency. The Planning Agency shall replace or reappoint the Chairperson at the end of his/her term.

Section 3: Vice Chairperson

The TDLCB shall hold an annual organizational meeting for the purpose of electing a Vice-Chairperson (41-2.012(2) FAC). The Vice Chairperson shall be elected by a majority vote of a quorum of the members of the TDLCB. The Vice Chairperson shall serve a term of one year starting with the first meeting after the election. For a multi-county board, an elected official, not serving as the Chairperson, shall serve as Vice Chairperson. In the event of the Chairperson's absence, the Vice Chairperson shall assume the duties of the Chairperson and conduct the meeting. The Vice Chairperson may serve more than one term.

In the absence of all the TDLCB's elected officials, the Quality Assurance Task Force (QATF) Chairperson would conduct the meeting.

ARTICLE V: Administration of the Local Coordinating Board

Section 1: Regular Meetings

The TDLCB shall meet at least quarterly. All meetings, including committee meetings, will function under the "Government in the Sunshine Law." All meetings will provide opportunity for public comments on their agenda.

TDLCB Members can participate (and vote) in meetings via conference call, however, a physical quorum must be present to vote on action items.

Section 2: Meeting Notices

All TDLCB meetings, public hearings, committee meetings, etc., shall be advertised, at a minimum, in the largest general circulation newspaper in the designated service area prior to the meeting.

Meeting notice shall include date, time, and location, general nature/subject of the meeting, and a contact person and number to call for additional information and/or to request meeting information in accessible formats.

Planning Agency staff shall provide the agenda and meeting package to the TD Commission, TDLCB members and all other interested parties prior to the meeting. Special consideration to the advanced delivery time of certain technical or detailed documents, such as the Transportation Disadvantaged Service Plan (TDSP), shall be given for additional review time. The agenda shall include a public participation opportunity.

Section 3: Quorum

At all meetings of the TDLCB, the presence in person of a majority of the voting members shall be necessary and sufficient to constitute a quorum for the transaction of business.

In situations where a quorum is not obtained, the members present may elect to either

1. Cancel the meeting and reschedule the meeting at a later date, or,
2. Continue to meet and discuss agenda items for informational purposes only. Agenda items that need formal action shall be presented at a future meeting where a quorum is present.

Section 4: Voting

At all meetings of the TDLCB at which a quorum is present, all matters, except as otherwise expressly required by law or these Bylaws, shall be decided by the vote of a majority of the members of the TDLCB present.

Section 5: Bylaws and Parliamentary Procedures

The TDLCB shall develop and adopt a set of bylaws. The bylaws shall state that the TDLCB will conduct business using parliamentary procedures according to Robert's Rules of Order, unless stated otherwise in the bylaws. The bylaws shall be reviewed, updated (if necessary), and adopted annually. Approved bylaws shall be submitted to the TD Commission.

Section 6: Planning Agency Responsibilities

The metropolitan planning organization (MPO) shall provide the TDLCB with sufficient staff support and resources to enable the TDLCB to fulfill its responsibilities as set forth in Chapter 427, Florida Statutes. These responsibilities include providing sufficient staff to manage and oversee the duties of the TDLCB. This includes, but is not limited to, assistance in the scheduling of meetings; training board members; evaluating cost effectiveness; reviewing the local Transportation Disadvantaged Service Plan (TDSP); preparing, duplicating, and distributing meeting packets; and other necessary administrative duties and costs, as appropriate.

ARTICLE VII: Local Coordinating Board Duties

Section 1: Board Duties

The TDLCB shall:

- A. Review and make recommendations regarding the approval of the Memorandum of Agreement between the newly recommended CTC and the TD Commission.
- B. Annually review, make recommendations and approve the Transportation Disadvantaged Service Plan (TDSP). The TDLCB shall ensure that the TDSP has been developed by involving all appropriate parties in the process.
- C. Annually, provide the MPO with an evaluation of the CTC's performance in general and relative to Insurance, Safety Requirements and Standards as referenced in Rule 41-2.006, FAC, and the performance results of the most recent TDSP (41-2.012(5)(b) FAC). As part of the CTC's performance, the TDLCB shall also set an annual percentage goal increase (or establish a percentage) for the number of trips provided within the system to be on public transit. The TDLCB shall utilize the TD Commission's Quality Assurance Performance Evaluation Tool to evaluate the performance of the CTC. This evaluation Tool and Summary will be submitted to the TD Commission upon approval by the TDLCB.
- D. In cooperation with the CTC, review and provide recommendations to the TD Commission and the MPO on all applications for local government, state or federal funds relating to transportation of the transportation disadvantaged in the designated service area to ensure that any expenditures within the designated service area are provided in the most cost effective and efficient manner (427.0157(3), FS). The accomplishment of this requirement shall include the development and implementation of a process by which the TDLCB and CTC have an opportunity to become aware of any federal, state or local government funding requests and provide recommendations regarding the expenditure of such funds. Such funds may include expenditures for operating, capital or administrative needs. The process should include at least:
 - 1. The review of applications to ensure that they are consistent with the TDSP. This review shall consider:
 - a) The need for the requested funds or services;
 - b) Consistency with local government comprehensive plans;
 - c) Coordination with local transit agencies, including the CTC;
 - d) Consistency with the TDSP;
 - e) Whether such funds are adequately budgeted amounts for the services expected; and,
 - f) Whether such funds will be spent in a manner consistent with the requirements of coordinated transportation laws and regulations.
 - 2. Notify the TD Commission of any unresolved funding requests without delays in the application process.
- E. When requested, assist the CTC in establishing eligibility guidelines and trip priorities.
- F. Review coordination strategies or service provision to the transportation disadvantaged in the designated service area to seek innovative ways to improve cost effectiveness, efficiency, safety, working hours and types of service in an effort to increase ridership to a broader population (427.0157(5) FS). Such strategies should include:

1. Supporting inter- and intra-county agreements to improve coordination as a way to reduce costs for service delivery, maintenance, insurance, or other identified strategies; and
 2. Seeking the involvement of the private and public sector, volunteers, public transit, school districts, elected officials and others in any plan for improved service delivery.
- G. Annually review coordination contracts to advise the CTC whether the continuation of said contract provides the most cost effective and efficient transportation available (41-2.008(3) FAC).
- H. Annually hold at a minimum, one Public Hearing for the purpose of receiving input regarding unmet needs or any other areas that relate to the local transportation services. The public hearing will be held at a place and time that is convenient and accessible to the general public. In order that additional funding is not used or needed to accommodate this requirement, it is recommended that the public hearing be held in conjunction with a regular business meeting of the Coordinating Board (immediately following or prior to the TDLCB meeting). A public hearing held jointly with the TD Commission will satisfy this annual requirement.
- I. All coordinating board members should be trained on and comply with the requirements of Section 112.3143, Florida Statutes, concerning voting conflicts of interest (41-2.012(5)(d) FAC).
- J. Work cooperatively with regional workforce boards established in chapter 445 to provide assistance in the development of innovative transportation services for participants in the welfare transition program (427.0157(7), FS).
- K. Evaluate multi county or regional transportation opportunities (427.0157(6), FS).

ARTICLE VIII: Committees

Section 1: Quality Assurance Task Force

Appoint a Committee represented by at least five (5) members from the TDLCB to discuss TD issues or any other problems related to service quality. Member alternates may serve on the QATF, however may only vote if the regular member is not present at the meeting. This Task force will review and develop recommendations concerning the CTC Evaluation process. It shall ensure that the most cost-effective, non-duplicated, efficient and accountable transportation service is offered to the Transportation Disadvantaged population. The Task Force may also consider, under its purview, activities that support the improvement of TD operations such as limited research or studies. The Task Force will also select new or replacement members for vacancies from eligible applicants within the tri-county region for non-agency mandated position. A Chairperson shall be selected by the members appointed to the Task Force.

Section 2: Grievance Committee

When needed, appoint a Grievance Committee to serve as a mediator to hear and investigate grievances, from agencies, users, transportation operators, potential users of the system, and the CTC in the designated service area, and make recommendations for the local Coordinating Board or to the TD Commission, when local resolution cannot be found, for improvement of service.

The TDLCB shall establish a process and procedure to provide regular opportunities for issues to be brought before such committee and to address them in a timely manner in accordance with the TD Commission's Local Grievance Guidelines. Members appointed to the committee shall be voting members of the TDLCB. (41-2.012(5)(c), FAC).

Section 3: Others

Other Committees shall be designated by the Chairman, as necessary, to investigate and report on specific subject areas of interest to the TDLCB and to deal with administrative and legislative procedures. Members appointed to the committees shall be voting members of the Coordinating Board. Committee members shall elect all committee chairpersons each calendar year.

ARTICLE IX: Communication with Other Agencies and Entities

Section 1: General

The Local Coordinating Board may communicate directly with other agencies and entities, as necessary, to carry out its duties and responsibilities in accordance with Rule 41-2 Florida Administrative Code.

ARTICLE X: Amendments

Section 1: General

The Bylaws may be amended by a two-thirds vote of members present, if a quorum exists, providing the proposed change(s) is/are mailed to all members at least seven (7) days in advance of the meeting.

ARTICLE XI: Certification

The undersigned hereby certifies that he/she is the Chairperson of the Joint Orange, Osceola, and Seminole Counties Transportation Disadvantaged Local Coordinating Board and that the foregoing is a full, true and correct copy of the Bylaws of this Board as adopted by the Joint Orange, Osceola and Seminole Counties Transportation Disadvantaged Local Coordinating Board on the 15th day of February 2018.

Honorable Lee Constantine, Chairperson,
Joint Orange, Osceola, and Seminole Counties
Transportation Disadvantaged Local Coordinating Board

TAB 4





**ORANGE, OSCEOLA, AND SEMINOLE COUNTIES
LOCAL COORDINATING BOARD**

**GRIEVANCE PROCEDURE
FOR
TRANSPORTATION DISADVANTAGED SERVICES**

Approved February 15, 2018

GRIEVANCE PROCEDURE

I. CREATION OF A GRIEVANCE PROCEDURE

- A. This is hereby created and established as a Grievance Procedure
- B. The Transportation Disadvantaged Local Coordinating Board (TDLCB) Grievance Committee is hereinafter created and referred to as the Grievance Committee.

II. DEFINITIONS

As used in this procedure, the following words and terms shall have the meanings assigned herein:

- A. Community Transportation Coordinator (CTC)**
A transportation entity appointed to ensure that coordinated transportation services are provided to the transportation disadvantaged population in a designated service area.
- B. Transportation Disadvantaged (Customer)**
Those persons who, because of physical or mental disability, income status, or age or who for other reasons are unable to transport themselves or to purchase transportation, and are, therefore, dependent upon others to obtain access to health care, employment, education, shopping, social activities, or other life sustaining activities, or children who are high-risk.
- C. Funding Agency**
Those agencies, which have a funding agreement with the CTC for transportation services for their transportation disadvantaged customers.
- D. Transportation Operator (Carrier)**
The entity providing transportation services for the transportation disadvantaged, whether it be private non-profit, private for profit, or public operator.

III. OBJECTIVE

- A. The objective of the Grievance Process shall be to process, investigate and make recommendations, in a timely manner on formal written complaints/grievances that are not resolved between individual agencies/entities, including the CTC and the contract service provider and/or the contract service provider and the customer.
- B. The implementation of these rules and procedures will ensure quality control and the ability to provide participating customers, funding agencies and others with an impartial body to hear complaints and submit recommendations regarding the grievance as indicated.
- C. Apart from this grievance process, aggrieved parties with proper standing may also have recourse through Chapter 120, Florida Statutes Administrative Hearing Process, or the judicial court system.

IV. MEMBERS

- A. Members of the Grievance Committee shall be appointed by the Transportation Disadvantaged Local Coordinating Board Chair and shall consist of at least five (5) voting members of the TDLCB and may include other appointed volunteers.
- B. Grievance Committee members will be appointed annually, however, the committee will only meet should a grievance be elevated to the level of STEP TWO Appeal, as outlined in Section V. Grievance Procedures.
- C. Term of Members
 - 1. The members of the Grievance Committee shall serve a term of one year, with allowances for multiple terms.
 - 2. The Grievance Committee shall elect a Chairperson and Vice-Chairperson.
 - 3. A simple majority shall be present for any official action. The meetings shall be held at such times as the Grievance Committee may determine.
 - 4. No voting member will have a vote on an issue that is deemed a conflict of interest.

V. GRIEVANCE PROCEDURES

- A. A Grievance is defined as any ongoing service problem that interferes with accessing a major life activity, such as work, healthcare, employment, education, shopping, social activities, or other life sustaining activities.
 - 1. A service problem must be documented as ongoing for a 30-day period.
 - 2. The customer must demonstrate that they have unsuccessfully attempted to resolve the issue with the CTC on multiple occasions.
 - 3. The customer must demonstrate a level of service that has been provided which is below locally accepted service standards.
 - 4. The Grievance Committee may hear other issues at their discretion, such as issues related to carriers and/or sponsors of service.
- B. Every effort will be made by the CTC to resolve service problems. However, if unable to resolve the problem and/or the grievant wishes to take further action, then the CTC will provide the grievant with assistance with the official grievance process.
- C. STEP ONE
 - 1. When the CTC is advised that the customer wishes to file a grievance, the CTC will send the customer the Grievance Form and a copy of the current ORANGE,

OSCEOLA AND SEMINOLE COUNTIES LOCAL COORDINATING BOARD GRIEVANCE PROCEDURE FOR TRANSPORTATION DISADVANTAGED SERVICES. Notification of the intent to file a Grievance must be made in writing to the CTC's Manager of Paratransit.

All documents pertaining to the grievance process will be made available, upon request, in a format accessible to persons with disabilities.

2. Upon receipt of the completed Grievance Form, the CTC will assign a CTC File Number and initiate a Grievance Log Tracking Form. The CTC Designee will review the Grievance Form and all support documentation and then prepare a written response. The response shall be completed and mailed (Certified and Return Receipt Requested) within ten (10) business days after receiving the grievance. A copy of the response should also be provided to MetroPlan Orlando (MPO).

A file folder should be established for the grievance. This folder should have the name of the grievant and CTC File Number. The folder should contain the original support documentation, the CTC's response, and any other data about the case.

The CTC will respond to Grievance and issue a judgment based on:

- "Resolved" - The CTC feels that the customer's concerns, as stated in the Grievance Form, have been addressed to the best of their ability and the case is resolved.
 - "Unresolved" - The CTC feels that the issues stated in the Grievance Form have not been resolved due to existing policy, procedure, service standards, lack of evidence or a lack of resolve.
3. If the customer feels that the concern has not been properly addressed, they will have the option to appeal as stated in Step Two of the Grievance Process. As part of the Step One Response, the customer will be notified of their right to appeal, as well as the process for appeal. Appeals must be submitted to MetroPlan Orlando (MPO) within ten (10) business days of the Step One Response (based on postmark).

STEP TWO

1. Upon responding to the customer's Step One Grievance, the CTC will forward all original documentation to the MPO.
2. Once notified of the customer's desire to appeal the decision, MPO staff will notify the Grievance Committee of the date of the Step Two Grievance Hearing. Upon receipt of the Appeal, the MPO shall have ten (10) working days to contact Grievance Committee members and set a grievance hearing date. The grievant and all parties involved shall be notified at least seven (7) business days before the hearing date by Certified Mail, Return Receipt Requested. The hearing will take place within thirty (30) days of the notice of appeal.

- a) The Grievance Committee shall have the power to hold hearings and conduct investigations in all matters relating to grievances brought before the committee.
 - b) The Grievance Committee shall review the material presented and issue a recommendation or recommendations to all parties involved within ten (10) working days of the date of the hearing. Said notice shall be sent to all parties by Certified Mail, Return Receipt Requested.
 - c) All meetings and hearings will be open to the public.
 - d) Minutes shall be kept at each hearing and filed with the TDLCB and shall be public record.
3. The MPO will complete the Grievance Tracking Form for this and subsequent steps of the process.

D. STEP THREE

1. Both the CTC and the grievant will have the right of appeal of any recommendation(s) of the Grievance Committee to the full TDLCB.
2. Upon notification of the desire to appeal the Step Two recommendation(s), the MPO will notify all parties of the date, time and location of the next scheduled TDLCB meeting via Certified Mail, Return Receipt Requested.
3. The MPO will update the file and the Grievance Log Tracking Form.
4. It is important to note that during the entire process, the CTC and/or MPO should keep the Commission for the Transportation Disadvantaged informed of the recommendation(s) made at the various steps of the process. Further, all files and documentation associated with the case must be kept updated by the CTC at all times during this process.

CERTIFICATION

The undersigned hereby certifies, as Chairperson of the Transportation Disadvantaged Local Coordinating Board for Orange, Osceola and Seminole Counties that the foregoing is a true and correct copy of the Grievance Procedure of the TDLCB as adopted the 15th day of February, 2018.

Honorable Lee Constantine, Chairperson, for the Orange,
Osceola, and Seminole Counties Transportation Disadvantaged
Local Coordinating Board

GRIEVANCE TRACKING FORM FOR OFFICE USE ONLY

CTC File Number: _____

Step 1 of the Grievance Process

Date Grievance Received at CTC: _____

CTC Representative: _____ File Established: _____

Date Grievance responded to: _____ Date Certified Letter Sent: _____

Date of Action: _____

Step 2 of the Grievance Process

Date Grievance Received at MPO: _____

Date sent to Grievance Committee of the TDLCB: _____

Date of Hearing: _____ Date Certified Letter Sent: _____

Date of Action: _____

Date Certified Letter Sent Regarding Recommendation(s): _____

Step 3 of the Grievance Process

Date Grievance Received at MPO: _____

Date sent to Local Coordinating Board: _____

Date of Hearing: _____ Date Certified Letter Sent: _____

Date of Action: _____

Date Certified Letter Sent Regarding Recommendation(s): _____

**GRIEVANCE PROCESS FORM FOR THE
ORANGE, OSCEOLA AND SEMINOLE COUNTIES
TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD**

AGENCY/INDIVIDUAL NAME: _____

ADDRESS: _____

CITY: _____ ZIP: _____

TELEPHONE: _____ E-MAIL: _____

=====

PLEASE REVIEW THE ATTACHED RULES AND PROCEDURES PERTAINING TO GRIEVANCES.

This form stating the grievance shall be sent to the Community Transportation Coordinator (CTC) outlining the nature of the grievance, and where applicable, the date, time and place of the incident(s) constituting the grievance. (Additional pages may be attached. Please be sure to number all additional pages and/or attachments.)

Please send completed form and any supporting documentation to:

LYNX
Attn: Manager of ACCESS LYNX
445 N Garland Ave
Orlando, FL 32801 - 9920
(407) 841-5969

=====

[illegible]

=====

This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

Printed Name: _____

Signature: _____

Date: _____

TAB 5





metroplan orlando
A REGIONAL TRANSPORTATION PARTNERSHIP

**MEMBERSHIP CERTIFICATION
TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD
FOR ORANGE, OSCEOLA, AND SEMINOLE COUNTIES**

Date: March 14, 2018

Name (DOPA): MetroPlan Orlando

Address: 250 S. Orange Avenue
Suite 200
Orlando, Florida 32801

MetroPlan Orlando/Designated Official Planning Agency named above hereby certifies to the following:

1. The membership of the Local Coordinating Board, established pursuant to Rule 41-2.012(3), FAC, does in fact represent the appropriate parties as identified in the following list; and
2. The membership represents, to the maximum extent feasible, a cross-section of the local community.

Signature: _____
Honorable Cheryl L. Grieb

Title: Chairwoman of MetroPlan Orlando

**MEMBERSHIP OF THE LOCAL COORDINATING BOARD FOR ORANGE,
OSCEOLA, AND SEMINOLE COUNTIES**

<u>POSITION</u>	<u>MEMBER</u>	<u>TERM</u>
ELECTED OFFICIALS	Pete Clarke (Orange) Jose Alvarez (Osceola) Lee Constantine (Seminole)	- - -
FLORIDA DEPT. OF TRANSPORTATION	Jo Santiago	-
AGENCY FOR PERSONS WITH DISABILITIES	Sharon Jennings	-

**MEMBERSHIP CERTIFICATION
TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD
FOR ORANGE, OSCEOLA, AND SEMINOLE COUNTIES
Page 2**

MEDICAL COMMUNITY	Evelyn Diaz	-
FLORIDA DEPT. OF EDUCATION & VOCATIONAL REHABILITATION	Wayne Olson	-
ECONOMICALLY DISADVANTAGED	Dianne Arnold	-
STATE COOR. COUNCIL EARLY CHILD.DEV. (4C)	Wilfredo Raices	-
PUBLIC EDUCATION	Adam Zubritsky	-
VETERANS	Alnita Whitt	-
MEDICAID (AHCA)	Milagros Chervoni	-
FLORIDA DEPT. OF ELDER AFFAIRS	Randall Hunt	-
REPRESENTING THE ELDERLY (OVER SIXTY)	Linda Levine Silverman	One Year
REPRESENTING THE DISABLED	Marilyn Baldwin	Two Years
CITIZEN ADVOCATE	Jane Tkach	Three Years
CITIZENS ADVOCATE (SYSTEM USER)	Bob Melia	Two Years
FOR-PROFIT OPERATOR	Chris York	Three Years
NON-VOTING MEMBERS	Bill Hearndon	-
		-

TAB 6



Mobility Services Update

Local Coordinating Board February 1, 2018

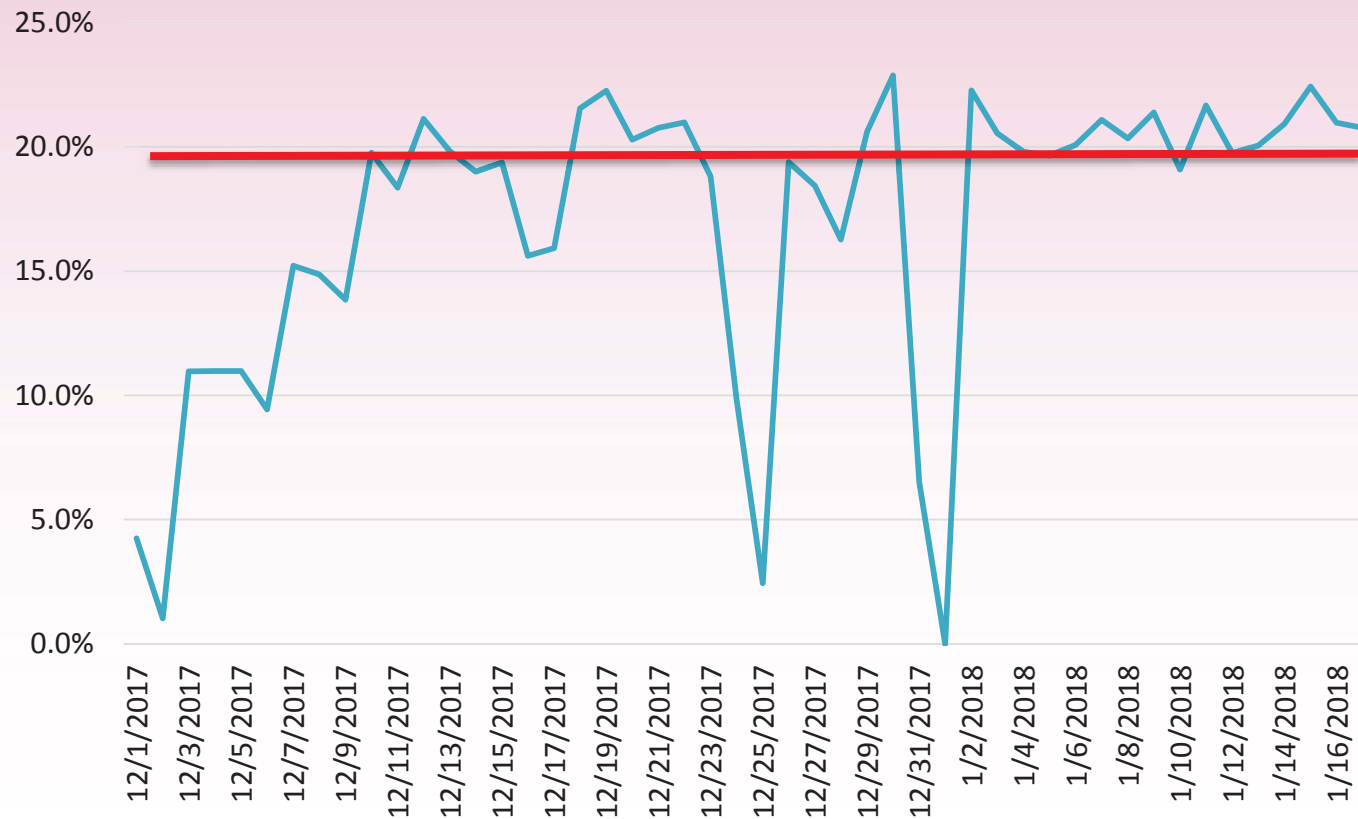
Uncollected Fares



July 2017	5.11%	(\$9,012.00)
August 2017	4.77%	(\$9,215.25)
September 2017	2.21%	(\$3,344.50)
October 2017	0.56%	(\$1,088.25)
November 2017	0.75%	(\$1,340.25)
December 2017	0.55%	(\$867.75)
January 1 to 21	0.54%	(\$528.25)

(Note, these figures have not been audited and are based solely on raw data from ACCESS LYNX' dispatch software.)

Trips Transitioned to TNC



Goal of 20%+ reassigned to TNC.

December = 16.01%

January 1-21 = 20.51%

Trips Transitioned to TNC

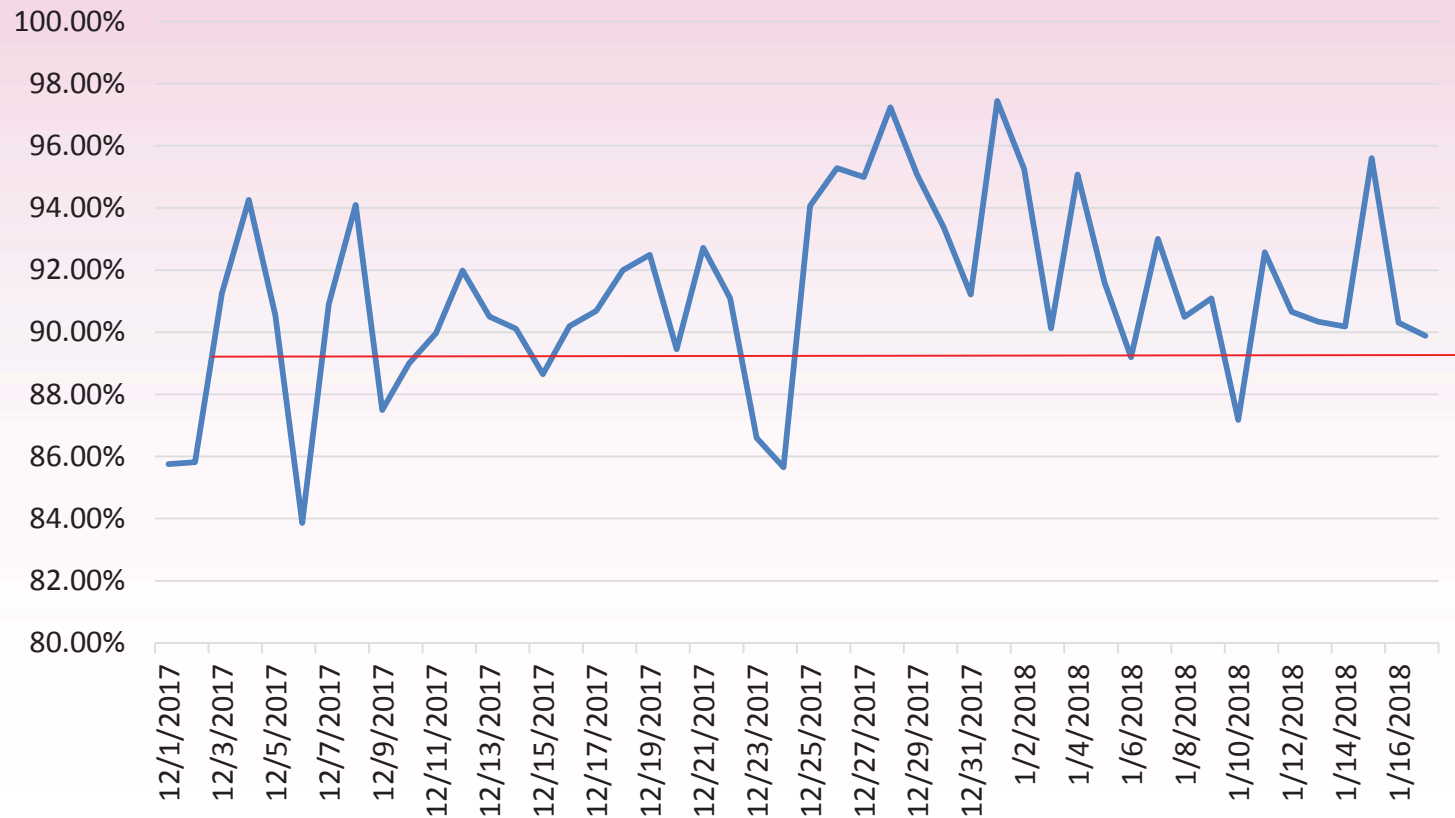


December 2017:

- 🐾 Trips reassigned From MV = 9,300*
- 🐾 Mears Invoice = \$153,918*
- 🐾 Average Cost Per Trip Moved = \$16.55*

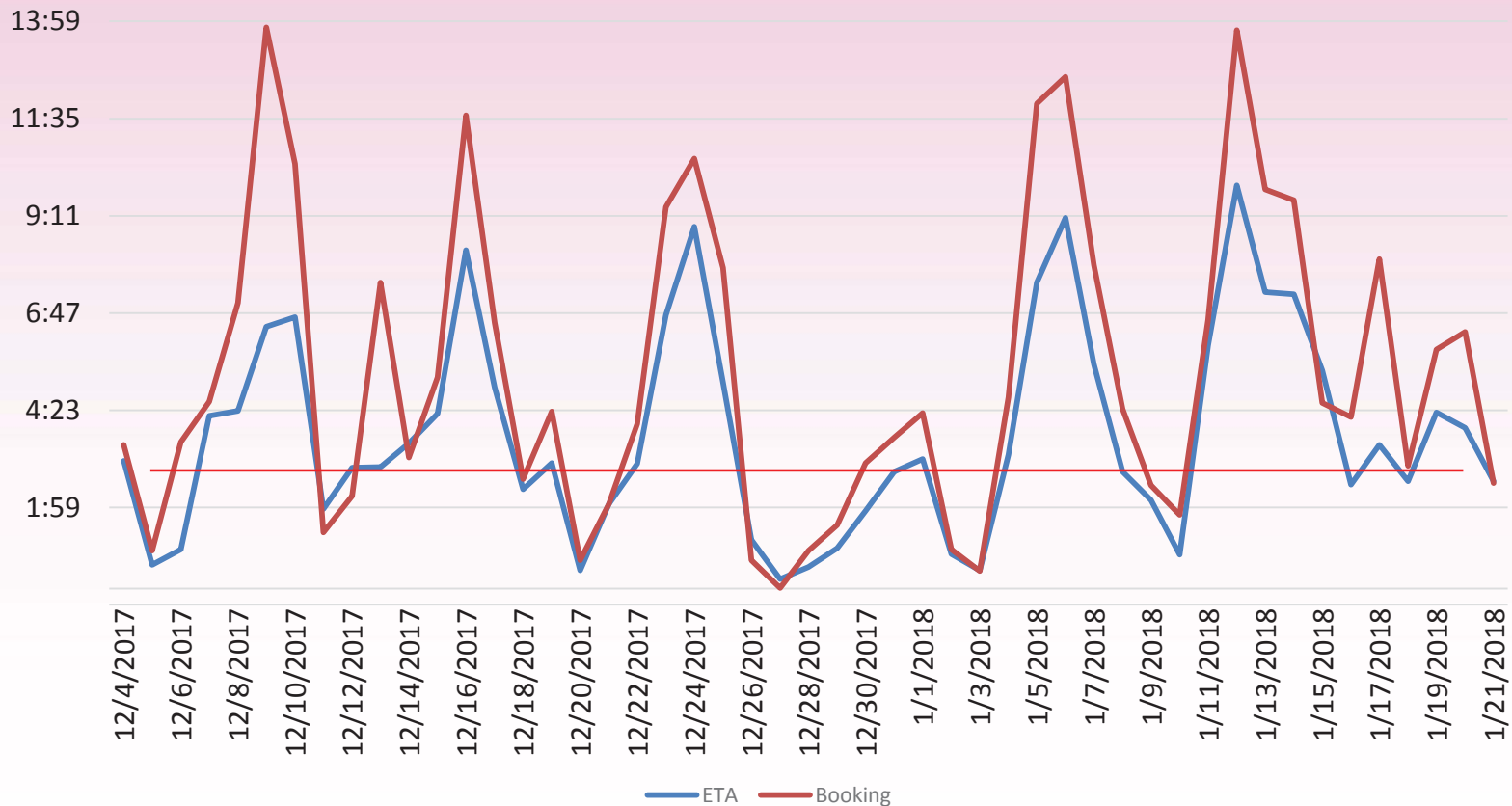
*Unreconciled and unaudited.

System On Time Performance



Goal of 90%+ OTP.
December = 90.85%
January 1-21 = 91.48%

Call Hold Times



Goal of 2 minutes or less call hold time. *under review

December Hold Time = 3:23 ETA; 4:57 Booking.

January 1-21 Hold Time = 4:49 ETA; 6:46 Booking

Customer Concerns/Contacts



Mobility Services

 December 2017	71 complaints	4 compliments
 January 2018	66 complaints	9 compliments

Customer Service

 December 2017	12 complaints
 January 2018	10 complaints

Summary



- ④ Lyft to join Mobility Services program
- ④ Fill five vacant call center positions- staffing start date February 5, 2018
- ④ Aggressive training period to ensure optimum staffing readiness
- ④ Daily reporting for call center statistics
- ④ Adjust trip transitions to increase cost avoidance
- ④ Review best practices for call center statistics

Thank You

TAB 7



PLANNING RELATED GRANT AGREEMENT TASKS QUARTERLY PROGRESS REPORT

MetroPlan Orlando
(Agency Name)

Orange, Osceola and Seminole
(County)

Invoice #	<u>One</u>
FDOT FM #	<u>4320291-14-01</u>
Contract #	<u>GON74</u>

Reporting Period: October 1, 2017 to December 31, 2017

Planning Grant Program Tasks

TASK 1:

Jointly develop and annually update the Transportation Disadvantaged Service Plan (TDSP) with the Community Transportation Coordinator (CTC) and the Local Coordinating Board (LCB).

Response: No action to report. Next TDSP Annual Update will be approved May, 2018.

TASK 2A:

When necessary and in cooperation with the LCB, solicit and recommend a CTC. The selection will be accomplished, to the maximum extent feasible, through public competitive bidding or proposals in accordance with applicable laws and rules. Such recommendation shall be presented to the Commission by the planning agency staff or their designee as needed.

Response: The MetroPlan Orlando Board unanimously approved recommendation of Lynx as the designated Community Transportation Coordinator. Copies of a letter from LYNX, adopted Resolution No. 17-17, and approved MOA are provided as the **deliverables for Task 2A.**

TASK 2B:

Provide staff support to the LCB in conducting an annual evaluation of the community transportation coordinator, including local developed standards as delineated in the adopted TDSP. Assist the Commission in joint reviews of the CTC.

Response: No action to report. The next Annual Evaluation will take place in February 2019.

TASK 3:

Organize and provide staff support and related resources for at least four (4) local coordinating board meetings per year, holding one meeting during each quarter. Provide staff support for committees of the local coordinating board. Provide public notice of LCB meetings in accordance with the most recent LCB and Planning Agency Operating Guidelines. Provide program orientation and training for newly appointed local coordinating board members.

Response: Agendas for TDLCB meeting held on November 9, 2017, as well as the October 24 QATF meeting, along with meeting minutes and/or highlights are enclosed as a **Task 3 deliverable**. The membership roster, attendance report and public notice of meetings, are also provide as **deliverables for Task 3**.

Also provide is an agenda for a new members orientation held December 6, 2017.

TASK 4:

Provide at least one public workshop annually by each local coordinating board, and assist the Commission, as requested, in co-sponsoring public workshop.

Response: The annual public workshop was held November 9, 2017. A copy of the meeting agenda, as well as comments received from the public are provided as **deliverables for Task 4**.

TASK 5:

Annually develop and update by-laws for LCB approval.

Response: No action to report. The next bylaws update will take place in February 2018.

TASK 6:

Develop, annually update, and implement LCB grievance procedures in accordance with the Commission's most recent LCB and Planning Agency Operating Guidelines. Procedures shall include a step within the local complaint and/or grievance procedure that advises a dissatisfied person about the Commission's Ombudsman Program.

Response: No action to report. The next review of the Grievance Procedures will take place in February 2018.

TASK 7:

Review and comment on the Annual Operating Report (AOR) for submittal to the LCB, and forward comments/concerns to the Commission.

Response: The Annual Operating Report was presented to the LCB and submitted to the CTD. A copy of the AOR face sheets are provided as the **deliverable for Task 7**.

TASK 8:

Research and complete the Actual Expenditures Report (AER) for direct federal and local government transportation funds to the Commission no later than September 15th. Complete the AER, using the Commission approved forms.

Response: The Annual Expenditure Report was presented to the LCB and submitted to the CTD. A copy of the AER is provided as the **deliverable for Task 8**.

TASK 9:

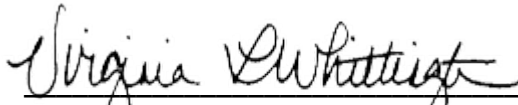
Complete quarterly progress reports addressing planning accomplishments for the local transportation disadvantaged program as well as planning grant deliverable; including but not limited to, consultant contracts, special studies, and marketing efforts.

Response: Information is included with each quarterly meeting agenda packet. The November 9, 2017, TDLCB meeting agenda (Task 3 deliverable) is enclosed as a deliverable for Task 9.

TASK 10:

Planning Agency staff attend at least one Commission sponsored training, including but not limited to, the Commission's regional meetings, the Commission's annual training workshop, or other sponsored training.

Response: No action to report.


Signature of Individual Submitting Report

January 16, 2017
Date

Virginia L. Whittington
Typed name of Individual Submitting Report



February 15, 2018

Honorable Lee Constantine, Chairman
Transportation Disadvantaged Local Coordinating Board
c/o MetroPlan Orlando
250 South Orange Avenue, Suite 200
Orlando, Florida 32801

Dear Chairman Constantine,

Contracted operators are entitled to prompt payment for services funded by the Commission for the Transportation Disadvantaged Trust Fund as outlined in the Trip/Equipment Grant executed between the Commission and LYNX as follows:

21.20 Payment to Subcontractors: Payment by the Grantee to all subcontractors with approved third party subcontracts shall be in compliance with Section 287.0585, Florida Statutes. Each third party contract from the Grantee to a subcontractor for goods or services to be performed in whole or in part with Transportation Disadvantaged Trust Fund moneys must contain the following statement:

When a contractor receives from a state agency any payment for contractual services, commodities, supplies, or construction contracts subject to the provisions of Chapter 339, the contractor shall pay such moneys received to each subcontractor and supplier in proportion to the percentage of work completed by each subcontractor and supplier at the time of receipt of the payment. If the contractor receives less than full payment, then the contractor shall be required to disburse only the funds received on a pro rata basis with the contractor, subcontractors, and suppliers, each receiving a prorated portion based on the amount due on the payment. If the contractor without reasonable cause fails to make payment required by this section to subcontractors and suppliers within 7 working days after the receipt by the contractor of full or partial payment, the contractor shall pay to the subcontractors and suppliers a penalty in the amount of one-half of one percent of the amount due, per day, from the expiration of the period allowed

407-841-2279
www.golynx.com

455 North Garland Avenue
Orlando, FL 32801-1518

herein for payment. Such penalty shall be in addition to actual payments owed and shall not exceed 15 percent of the outstanding balance due. In addition to other fines or penalties, a person found not in compliance with any provision of this subsection may be ordered by the court to make restitution for attorney's fees and all related costs to the aggrieved party or the Department of Legal Affairs when it provides legal assistance pursuant to this section. The Department of Legal Affairs may provide legal assistance to subcontractors or vendors in proceedings brought against contractors under the provisions of this section.

Our contractor, MV Transportation, is notified annually in writing that if they feel that LYNX is not fulfilling the obligations as outlined in the above paragraph, they may seek assistance through the Commission for the Transportation Disadvantaged Ombudsman Program Helpline at 1-800-983-2435 (TTY 1-800-648-6084) or the State of Florida Attorney General's Office at 1-800-892-0375.

With this letter, I am certifying to the Local Coordinating Board that LYNX has met the above timely payment requirements to our contractor for the period of October 1, 2017, to December 31, 2017.

Sincerely,

A handwritten signature in black ink, appearing to read 'W. E. Hearndon', with a stylized flourish at the end.

William E. "Bill" Hearndon
Deputy Director of Mobility Services

cc: The Joint Transportation Disadvantaged Local Coordinating Board of
Orange, Osceola, and Seminole Counties (via MetroPlan Orlando)



Transportation Disadvantaged Local Coordinating Board Attendance Record 2017

NAME	ORGANIZATION	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Alt	Date Appt
Vacant	Medicaid		R			R			R	R		R		Milagros Chervoni	
Dr. L. Levine-Silverman	Elderly		P			P			P	A		P		Cheryl Stone	
Marilyn Baldwin	Disabled		P			P			P	P		P			
Adam Zubritsky	Public Education		P			P			P	P		P		Angela Johnson	
Wilfredo Raices	4C's		P			P			P	A		P		Kevin Paulin	
Vacant	Citizen Advocate		V			V									
Robert Melia	Citizen Advocate, System User		P			P			P	A		P			
Jose Pizarro	Veterans		P			A			A	A		R			
Cmsr. Pete Clarke	Orange County		P			P			A	P		P		Cmsr. Jennifer Thompson	
Sharon Jennings	Agency for Persons w/Disabilities		P			P			P	A		A		Manuel Garay	
Randall Hunt	Senior Resource		V			P			A	A		A		Sarah Lightell	
Cmsr. Lee Constantine	Seminole County		P			P			P	P		P		Cmsr. Carlton Henley	
Wayne Olson	Division of Vocational Rehabilitation		P			A			P	A		P			
Jo Santiago	FDOT		P			P			P	P		A		Samuel Weekley	
Cmsr. Peggy Choudhry	Osceola County		P			A			A	A		A			
Chris York	For-Profit(MV)		P			P			P	P		P		Jacob Ulvano	
Marsha Shapiro	Citizen Advocate		P			P			P	A		V			
Dianne Arnold	Economically Disadvantaged		P			P			P	P		A			
Milagros Carrion	Medical Community		P			P			P	P		V			
Non-Voting Members															
Tom Daniels	EMS		R			R			R	R		R		Crystal Ford	
Bill Hearndon	LYNX		P			P			p	P		P		Benjamin Gonzalez	
Vacant	LYNX TAC Designee														

A = Absent

V= Vacant

P = Present

R = Represented